

DEPARTMENT OF THE ARMY
HEADQUARTERS, WALTER REED ARMY MEDICAL CENTER
WASHINGTON, DC 20307-5001

NARMC Pamphlet
No. 40-91

3 April 1998

Medical Services
TELEMEDICINE ASK A DOC - CLINICAL BUSINESS PRACTICE

1. **PURPOSE.** This pamphlet provides guidance for using CHCS and cc: Mail of the North Atlantic Regional Medical Command (NARMC) ASK A DOC program.
2. **APPLICABILITY.** This pamphlet pertains to personnel for all activities supported by NARMC for email teleconsultations.
3. **REFERENCE.** Telemedicine Policy memorandum dtd 15 Dec 1997.
4. **EXPLANATION.** ASK A DOC is available to provide electronic consultative services between WRAMC and NARMC health care providers. The ASK A DOC program is intended to enhance communications between Walter Reed Army Medical Center specialists and health care providers throughout the North Atlantic Regional Medical Command and other supported commands. ASK A DOC will:
 - a. improve doc-to-doc to communication,
 - b. improve patient care decisions,
 - c. facilitate referrals to WRAMC,
 - d. provide medical treatment facilities with on-line second level review and
 - e. optimize use of specialty resources.
5. **RESPONSIBILITIES.** Responsible organizations for the program will include the offices from the NARMC and Walter Reed Army Medical Center (WRAMC).
 - a. **Walter Reed Army Medical Center:** is the proponent for developing the ASK A DOC program and clinical business practice.
 - (1) **Department and service chiefs** will:

(a) be responsible for identifying, establishing and maintaining their ASK A DOC group mail. The groups will be closed with no self enrollment. Only specialist providers will reply to consults.

(b) ensure teleconsultations are answered within one working day. Identify the responsible clinician who will answer consults either on a daily/weekly basis; others can comment if they desire.

b. MTF Commanders and Commanders at all levels:

(1) will actively support effective and efficient implementation of the ASK A DOC Program within their area of operation.

(2) manage and review all department participation, coordination and training.

(3) provide oversight of procedures.

(4) ensure the usage of ASK A DOC before a patient is referred to WRAMC or civilian health care provider.

6. PROCEDURES. General clinical guidance.

a. **Referring Physician/Case Manager.** Before sending the teleconsultation, request assistance from your MTF if the specialty exists. Referring physician at the MTF level may refer all questions directly to WRAMC. If case manager prepares consultations, the health care provider should be added to the message. This ensures that the health care provider is aware of patient's status.

(1) Consults using CHCS.

(a) Send mail to: (**Note:** *All writing in italics represent information from the computer*)

AM Assume another identity as a surrogate

BB Bulletin Board Display (TEST)

BOP Basket Options

EML Edit user options

FIND Find Phone Number for Person or Place

GML Group Membership

HML Help Menu

LNLM List New Messages

NML New Messages and Responses

QML Queued Message Deletion

RML Read a Message

SML Send a Message

Select MailMan Menu Option:

Select MailMan Menu Option: s

Select MailMan Menu Option: s Send a Message

*Subject: **ASK A DOC** <your subject line will always be "ASK A DOC">*

MESSAGE: ASK A DOC

XM TEXT ENTRY

TEXT:

Enter text

*Send mail to: SOHYABE,LISTA// **press enter/return***

*Send mail to: SOHYABE,LISTA// **g.ask a***

*Send mail to: SOHYABE,LISTA// **g.ask a***

- 1 ASK A BLOOD BANKER*
- 2 ASK A CARDIOLOGIST*
- 3 ASK A CARDIOTHORACIC SURGEON*
- 4 ASK A CHAPLAIN*
- 5 ASK A PSYCHOLOGIST CHILD*

Type '^' to stop, or

*Choose 1-5: **hit enter/return** to continue with selection or choose the corresponding number to send you teleconsultation.*

*Select TRANSMIT option: Transmit now// **press return***

*Select TRANSMIT option: Transmit now// **Transmitting... Message sent***

(b) Messages sent to any mail group automatically appear as **NEW** mail to all members of that mail group.

(c) Each message subject line will be ASK A DOC. This identifies and helps expedite locating ASK A DOC message. A response time of one working day has been established and this will help the WRAMC physician serve you better.

(d) Always provide a short **generic description** of the patient clinical problem. The description **will not contain privacy data** such as name, social security number, address, rank, and other identifying information. An example is: **This is a 18 year old white male with abnormal growth on his chest, etc.**

(2) **Consults using cc:Mail.** You may also access ASK A DOC mail groups via cc:Mail. Select to send a **new message**. At the **ADDRESS:** prompt enter **<WRAMC>**. To see additional mail group hit/press your down arrow key. Select the mail group and hit return. Press return to go to subject line. Type in **<ASK A DOC>** press return. Enter text and send message.

(3) **Consults using Other Mail Packages.** You have an **ASK A DOC Card** listing all mail groups. At the **ADDRESS:/TO** prompt enter **ASK_A_*****@wramaa.chcs.amedd.army.mil**. You may want bookmark address(es) as necessary. The first line of the text should read **cc:Mail Message**.

b. WRAMC Consulting Physician.

(1) Due to CHCS and other email software incompatibilities, the original message is not automatically returned with the reply. Consulting physicians will ensure the referring doctor's original questions/comments are included with their consulting remarks. You will copy and paste the referring physicians consult/comments.

(2) Provide short generic description of the patient's clinical problem. The description will not contain name, social security number, address, rank, and other identifying information, e.g., **In regard to your 37 year old Black female with the, etc.**

c. Undelivered Mail. Messages will fail, but each consulting physician or representative should attempt to get that message to the user. Two methods have been identified:

(1) Try to send the message again.

(2) Send the message to the postmaster at your location.

d. Documentation. Print patient consultation as deemed appropriate.

e. Referrals. After corresponding with the consulting physician and the consulting physicians agrees that the patient needs to be seen by a Walter Reed specialist, the referring physician will ensure that the referral is processed by:

(1) using ask a doc to submit the referral by sending a message to **ASK A REFERRAL** mail group or

(2) sending the consult to their local referral coordinator to be processed and forwarded to WRAMC Referral Service.

7. Provided is a list of active ASK A DOC mailgroups:

CLINICAL NAME	Complete
Allergist Immunologist	√
Anesthesiologist	√
Audiologist	√
Blood Banker	√
Cardiologist	√
Cardiothoracic Doc	√
Chaplain	√
Clinical Investigator	√
Community Health Nurse	√
Colorectal Surgeon	√
Critical Care Doc	√
Dentist	√
Dermatologist	√

CLINICAL NAME	Complete
Emergency Medical Doc	√
Endocrinologist	√
Ethicist	√
Gastroenterologist	√
General Internist	√
General Surgeon	√
Geneticist	√
Gulf War Doc	√
GYN Oncologist Doc	√
Hand Surgeon	√
Health Physics Doc	√
Hematologist	√
Infectious Disease Doc	√
Nephrologist	√
Neurologist Adult	√
Neurologist Child	√
Neuropsychologist	√
Neurosurgeon	√
Nuclear Medicine Doc	√
Nutritionist	√
OB GYN Doc	√
Occupational Health Doc	√
Occupational Therapist	√
Oncologist	√
Ophthalmologist	√

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Optometrist ✓

Organ Transplant Doc ✓

Orthopaedic Surgeon ✓

Otolaryngologist ✓

Pain Management Doc ✓

Pathologist ✓

Pathologist Anatomic ✓

Pathologist Clinical ✓

Pediatrician ✓

Physical Med & Rehab ✓

Physical Therapist ✓

Podiatrist ✓

Preventive Medicine Doc ✓

Psychiatrist Adult ✓

Psychiatrist Child ✓

Psychologist ✓

Psychologist Child ✓

Psychologist Health ✓

Pulmonologist ✓

CLINICAL NAME**Complete**

Radiation Oncologist ✓

Radiologist ✓

Reconstructive Surgeon ✓

Referral Service ✓

Respiratory Therapist ✓

Rheumatologist ✓

Social Worker ✓

Speech Pathologist ✓

Telemedicine ✓

Urologist ✓

Vascular Surgeon ✓

Veterinary Medicine ✓

The proponent agency of this pamphlet is the Directorate of Telemedicine, North Atlantic Regional Medical Command. Users are invited to send suggestions and comments on DA Form 2028 (Recommended Changes to Publications and Blank Forms) to Commander, WRAMC, ATTN: MCAT-CL-T, Washington, DC 20307-5001

Draft

NARMC Pam 40-91
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3 April 1998

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